

**Housing and Property Chamber**  
First-tier Tribunal for Scotland



**Letting Agent Enforcement Order (LAEO) under section 48(7) of the Housing (Scotland) Act 2014 (Act)**

**Reference number: FTS/HPC/LA/19/1445**

**Date Order was granted 20 August 2019**

**Parties:**

**Miss Lynn Robertson (“the Applicant”)**

**Homefinders Inverclyde (“the Respondent”)**

**Tribunal Members:**

**Alan Strain (Legal Member) and Linda Reid (Housing Member)**

Whereas in terms of their decision dated 20 August 2019, The First-tier Tribunal for Scotland (Housing and Property Chamber) (**Tribunal**) determined that the Respondent has failed to comply with the Letting Agent Code of Practice (**Code**) and in particular that the Respondent has failed to comply with the following aspects of the Code:-

**Paragraphs 18, 21, 85, 86, 88, 90, 91, 93 and 108 of the Code.**

The Tribunal now requires the Respondent to take such steps as are necessary to rectify the failures listed above.

**The Tribunal orders the Respondent within 21 days of the date of service of this order to lodge with the Tribunal and copy to the Applicant:**

- (a) Written Procedures and processes confirming appropriate systems and controls are in place to ensure repairs and maintenance obligations are done to an appropriate standard within relevant timescales;**
- (b) Written Procedures and processes for tenants to notify any repairs and maintenance and target timescales; and**
- (c) Clear information about who will manage repairs and maintenance.**

**A party aggrieved by the decision of the Tribunal may appeal to the Upper Tribunal for Scotland on a point of law only. Before an appeal can be made to the Upper Tribunal, the party must first seek permission to appeal from the First-tier Tribunal.**

A. Strain

**Housing and Property Chamber**  
First-tier Tribunal for Scotland

---



**That party must seek permission to appeal within 30 days of the date the decision was sent to them.**

**Please note that in terms of section 51(1) of the Act, a Letting Agent who, without reasonable excuse, fails to comply with an LAEO commits an offence liable on summary conviction to a fine not exceeding level 3 on the standard scale.**

A. Strain

Date: 20 August 2019

Legal Member: Alan Strain